

## **Email Therapy FAQs**



Email therapy at Lifecentre is available to residents of West Sussex aged 18 or over. It follows the same basic principles as face-to-face therapy but uses a different medium. This gives it some additional benefits, but it is important to be aware that it does limit some helpful aspects of therapy too.

### **1. What are the potential benefits and limitations of email therapy?**

The benefits of email therapy may include being able to access a specialist service which is dedicated to supporting sexual abuse survivors, with extensive experience, without the need to travel. It gives you a choice of when to write and may feel like a safe place to begin to share the impact of sexual abuse on your life.

The limitations of the email service may include misinterpretation of the written word, not having the visual and auditory clues that enhance our feeling of being heard and understood. You may also find that being alone as you share difficult memories leaves you feeling less comforted and not so supported as you might with someone in the room with you.

We encourage you to be aware that communication may be interrupted if the technology lets us down, though we will do our utmost to keep consistent in our support. Please be very aware of the limitations of privacy and confidentiality through this medium. We recommend that you read our suggestions for Online Safety.

### **2. Who is email therapy suitable for?**

Email therapy is not suitable for everyone. To help us ensure that you get the best possible support, we have an initial assessment to make sure email therapy is right for you. See below for more details.

If there is any likelihood of a court case for the abuse you have suffered, we advise our clients to wait until proceedings have been settled before starting email therapy. This is to ensure that nothing written to each other about a client's experiences could be used to jeopardise a client's case.

If this applies to you, you would be welcome to refer yourself for face to face or online therapy instead.

### **3. What if I just have a few questions I want to ask via email?**

If you just want a factual question answered or some information about our service or other services, then please contact the Lifecentre office using this email address [info@lifecentre.uk.com](mailto:info@lifecentre.uk.com)



#### **4. How do I register my interest in having email therapy?**

Fill in and submit the referral form on our website and indicate that you are interested in email therapy. You will be asked for some information about yourself and why you would like email therapy.

#### **5. How will I know if email therapy is right for me?**

Before therapy begins, we ask you to fill in a referral form. We then invite you to complete an assessment to make sure email therapy is right for you. If it is not, we might signpost you to one of our other therapy services.

#### **6. What happens after the assessment if we both agree to go ahead with email therapy?**

You will be placed on a waiting list, and we will notify you when an opportunity becomes available to begin email therapy.

#### **7. What will it cost?**

Our email service is free to use but we would ask you to consider making a voluntary donation towards the costs of your therapy if you are able to.

#### **8. How long will email therapy last for?**

Email therapy is offered in a block of 9 weekly sessions. A review will take place towards the end of the 9-week block. This will allow time for you and your therapist to assess whether the therapy has reached a desired end point, or if a further block of 9 sessions would be helpful to continue progress.

#### **9. How often should I email and how often will you reply?**

You can email us once a week using no more than 500 words and we will reply once a week at an agreed time. We ask you to commit to sending us your email 48 hours before our scheduled reply time.

**If you have any questions regarding the content of this FAQ sheet, or would like further information, please contact the office on [info@lifecentre.uk.com](mailto:info@lifecentre.uk.com) or 01243 786349.**